JAN 23 '79

INDIANA COLLECTION
Our Lady of Mercy Hospital - Our Lady of Mercy Hosp.

Welcome to...

Our Lady of Mercy Hospital

DYER, INDIANA

Hello!

ALL OF US AT

Our Lady of Mercy Hospital

ARE HERE TO HELP YOU

To You, Our Guest:

I wish to extend to you a warm and friendly welcome on behalf of Our Lady of Mercy Hospital, the medical staff, and all hospital personnel.

Our desires are the same as yours—to see you restored to health in a comfortable, friendly, and professional atmosphere. To this end, we shall spare no effort in our aid to your doctor as he restores your health.

This booklet has been prepared to pass along some necessary, helpful information about hospital procedures. They have evolved over many years and are based on regulations and good commonsense. They are for your protection, safety, and comfort. Your cooperation will be helpful.

We shall appreciate your constructive criticism for we are anxious to improve ourselves.

We hope the information in this booklet will acquaint you with our many services and help you to feel at home in the hospital environment. Any suggestion you wish to make that will enhance our service to you will be gratefully received.

Sincerely,

Sister Mary Marcia, R.S.M.

Administrator

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Those Serving You

Personnel from many different departments of the hospital will be serving you during your visit with us. So that you may know a little about these people, here are a few facts about each profession concerned with your welfare.

REGISTERED NURSE

A registered nurse is one who has successfully completed a course in a school of nursing approved by the Indiana Board of Nursing and who has passed the licensing examination given by the same board. The course in nursing may have been completed in a 3-year hospital diploma school, a junior college, or a senior college. She may be identified by a school cap and pin.

LICENSED PRACTICAL NURSE

A licensed practical nurse must complete a 1-year prescribed course in nursing given in an approved school for practical nursing. She is licensed after achieving a satisfactory score on the National League for Nursing examination.

NURSE'S AIDE

A nurse's aide has received specific instruction in the care of the sick and injured prior to being assigned to a patient area in the hospital. She assists the registered nurse and the licensed practical nurse and performs duties as assigned by her supervisor.

WARD CLERK

The ward clerk has special training in clerical detail. She is responsible for keeping records and is familiar with the policies and rules governing the unit where she is assigned.

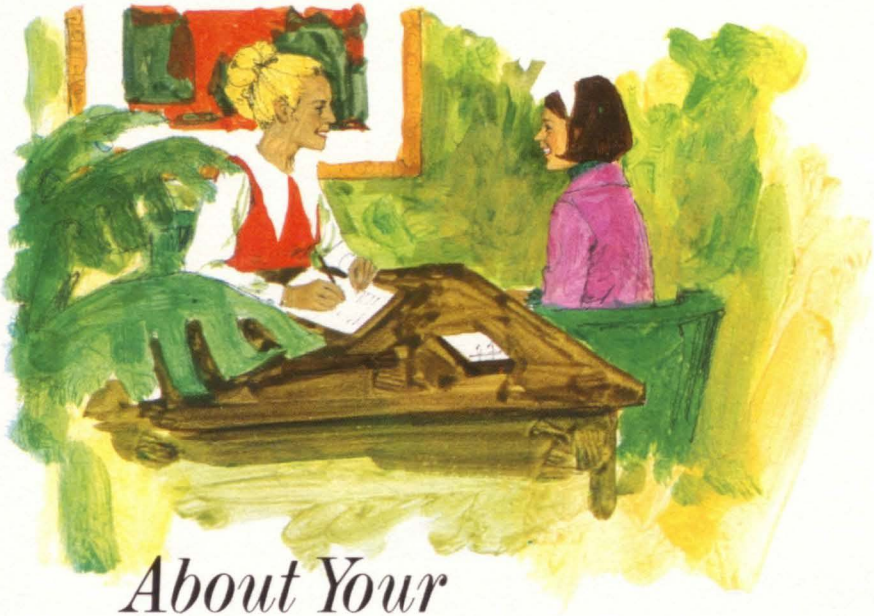
ORDERLY

The orderly receives special training in the care of the sick and injured. He is in essence a male aide. He has added responsibilities in the care of the male patients. He is also required to move from one unit to another as required by circumstances.

All of these groups receive continuous inservice training in their respective areas of responsibility.

In addition to the previously listed personnel, you may come in contact with laboratory technologists, X-ray technologists, dietitians, physical therapists, inhalation therapists, housekeepers, porters, and tray girls—all from their respective departments. Yet these are only a portion of the personnel working for you at the hospital. Many hospital employees are serving you indirectly in the medical records, business office, pharmacy, purchasing, laundry, maintenance, engineering, personnel, administration, and security.

The hospital is staffed 24 hours a day, 7 days a week to serve you in the time of your need.



About Your Hospitalization

Your admission to the hospital was requested by your physician who is a member of the hospital medical staff. Adequate records require that you answer many questions as you become a patient. A preadmission form is used by the hospital to expedite the admission procedure.

Unless you are an emergency patient, you should arrive at the admitting office between 12:30 p.m. and 3:00 p.m. This is especially important for patients scheduled for surgery the next morning. Emergency patients are admitted any hour of the day or night.

Authorization for treatment and/or operations must be signed by each patient. Authorization for minors must be signed by parents or guardians.

FINANCIAL ARRANGEMENTS

At the time of your admission, you or your representative may be required to make a deposit. Be sure to bring your insurance claim forms and other pertinent identification. Blue Cross contract holders should present their identification cards upon admission. Holders of acceptable private commercial hospitalization policies should present a copy of the contract upon admission.

Many hospital insurance plans do not provide full coverage of your hospital bill. **Your hospitalization coverage is a contract between you and your insurance company. Our Lady of Mercy Hospital will cooperate to the fullest in expediting your claim. You are ultimately responsible for your account.** Final payment or assignment of sufficient insurance benefits is required at time of discharge. **If you anticipate difficulty concerning the financing of your hospitalization, you are to contact the business office immediately upon your admission.** In the event your insurance policy does not cover all charges, we will send you a statement for the balance. Your completed bill will be mailed to you 5 days after discharge.

MEDICARE-MEDICAID

Details relating to Medicare or Medicaid provisions are explained to you at the time of admission. Standard forms required for Medicare or Medicaid must be signed at the time of admission also. Be sure to bring your identification card.

You are responsible for any charge not covered by Medicare or Medicaid. Therefore, a bill for these charges will be sent to your home following your discharge from the hospital.

Going Home

DISMISSAL

Before you leave the hospital, an order for your discharge must be written by your physician. When you are ready, you or a member of your family must obtain a discharge slip from the cashier. Upon presentation of this slip to your nurse, you will be officially discharged.

CHECKOUT TIME—11:00 A.M.

After your discharge, your room must be thoroughly cleaned and sanitized before another patient can be admitted. Accordingly, it is imperative that your room be vacated by 11:00 a.m. so these housekeeping procedures can be accomplished. **FAILURE TO COMPLY WILL RESULT IN AN ADDITIONAL DAY'S ROOM CHARGE.**

LATE CHARGES

Special services may continue right up to the time you leave. Consequently, charges for these services may reach the cashier too late to be included in the statement presented at the time of discharge. When this occurs, you will receive by mail an itemized bill for delayed charges.

BLOOD BANK

If it is necessary for you to receive blood from our blood bank, it becomes your responsibility to have each pint replaced.

You, your family, or friends may donate blood to satisfy charges for blood. For further information, please contact our blood bank in the laboratory.

A CLOSING THOUGHT

The objective of our staff is to give you the best care possible with the greatest amount of personal attention. With your help, we can further our efforts toward keeping Our Lady of Mercy Hospital a fortress against sickness and emergencies that may threaten you and your loved ones. Toward this end, we would appreciate your candid comments regarding your hospital stay. These comments can best be expressed on the evaluation form given you at time of discharge.

Visiting Privileges

Children are not permitted beyond first floor lobby. They may wait in the main lobby, if attended by an adult.

- No more than two visitors at a time.
- Limit visits to periods of 15 minutes.
- No child under ~~12~~ 14 may visit patients.
- Children under 16 years of age are not allowed as visitors in pediatrics or maternity.
- **Visitors are not allowed to smoke in patients' rooms, neither sit nor place clothing on beds.**
- Visitors must wear modest apparel.

VISITING HOURS

Medical and Surgical

11:00 a.m. to 1:00 p.m.
4:00 p.m. to 8:00 p.m.

Psychiatric Section

4:00 p.m. to 8:00 p.m.
Monday through Friday
11:00 a.m. to 8:00 p.m.
Saturday and Sunday
(Unless otherwise noted by the doctor.)

Intensive Care Unit

Five minutes per hour on the hour.

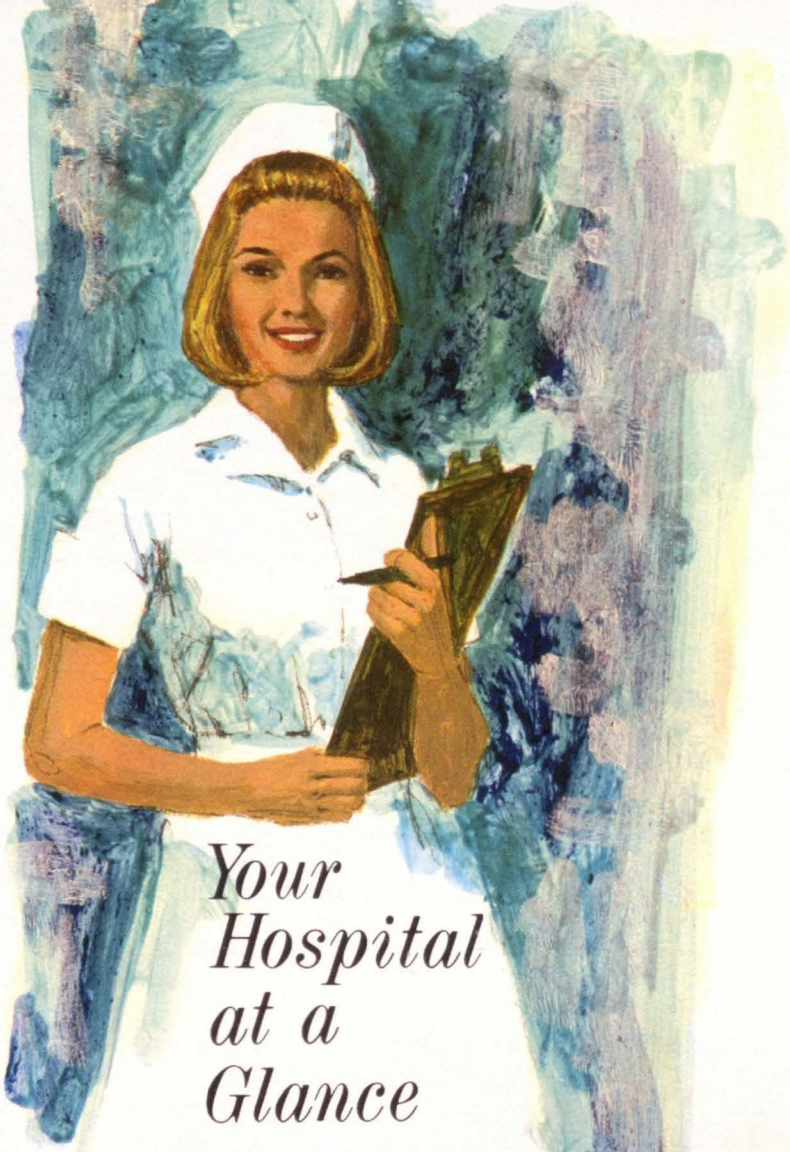
Rest is an important part of your treatment. On the other hand, having a limited number of visitors is part of your therapy, too. We want you to have visitors, but it is our responsibility to regulate visiting hours so that you may receive the best care. Much of the patient's time in the hospital is spent in receiving care and treatment. Good nursing care requires that NO VISITORS BE ALLOWED at this time. Our medical staff—your doctor—has approved of this regulation. Please ask your friends and relatives to observe the visiting rules.

We regret the necessity of your hospital visit. However, now that you are here, we join the hospital staff in wishing you a speedy recovery and a comfortable stay in our hospital. We are volunteers and would like to do all in our power to ensure your comfort and add a few luxuries to your stay.

SOME OF OUR SERVICES

- Providing gift cart.
- Community fund raising for hospital equipment.
- Participating in sewing projects.
- Operating hospital gift shop.
- Caring for your flowers and plants.
- Writing your letters—making your phone calls.
- Performing any errands for your convenience.
- Delivering your mail every day.
- Assisting at information desk.

If you have a wish not covered in this list, please feel free to call us, and we will do our best to care for you.



Your Hospital at a Glance

ADMINISTRATION

The chief executive of a Catholic hospital is the Sister Administrator. She is responsible to, and appointed by the Motherhouse to operate the hospital. She is assisted by an advisory board. There are many others who help in the administrative department of the hospital including departmental supervisors, accounting personnel, purchasing agent, personnel director, secretaries and clerks, librarians, telephone operators, admission personnel, and public relations personnel.

MEDICAL CARE

Your doctor is a member of a carefully chosen, highly qualified hospital medical staff and is responsible for your clinical treatment while you are here as a patient. All physicians admitted to the staff are graduates of schools of medicine. Your doctor will make the necessary arrangements for laboratory examinations, drugs, diets, and other special treatments. Your physician's bill for professional services is separate from that rendered by the hospital.

NURSING CARE

The nursing personnel of the hospital strive to provide you with safe, adequate, and satisfying care through the medium of good nursing. Your nursing care is planned and provided by a staff of professional registered nurses under the guidance of your physician. The licensed practical nurse, nurse's aide, and orderly are also members of the nursing team working directly under the supervision of a registered nurse.

PRIVATE DUTY NURSES

Private duty nurses are called at the request of your physician. Since they are not employees of the hospital, fees should be paid directly to them.

If your doctor recommends private duty nurses, these can be contacted through nursing service. No outside nurses can participate in this hospital without clearance through this department.

DIETARY

Your diet is an important part of your therapy while in the hospital and, like all other therapy, it is prescribed by your physician. There are many types of diets, but in most of these you will have a choice regarding the food that you will receive. For regular diets, a "selective menu" is used whereby you choose the foods for the following day's meals. For other diets, a dietitian will consult with you to explain the diet and learn your likes and dislikes. Dietary services are included in your daily room charge.

VALUABLES

It is strongly urged that you leave valuables at home or send them home by members of your family. If that is not possible, you may deposit such items in the hospital safe. Under no circumstances will the hospital be responsible for money and other valuables kept in the room.

WE WELCOME YOUR COMMENTS

If you or your loved one have any unsatisfactory experience while a patient at Our Lady of Mercy Hospital, please notify your nursing supervisor at once. We would prefer to learn of your troubles while you are in the hospital when conditions can be corrected. However, we welcome justifiable complaints at any time, so we may eliminate any causes of dissatisfaction and thus make your hospital stay a pleasant one.

TELEPHONE

Most of our rooms are equipped with telephones, and at a nominal cost, you may enjoy telephone service to your room. You may dial direct on local calls, but long-distance calls must be placed through the switchboard.

SMOKING

The latest medical evidence demonstrates that smoking is detrimental to good health. The hospital encourages you **not** to smoke or to bring alcoholic beverages into the hospital.

Smoking in bed is dangerous. Don't, under any circumstances, attempt to smoke after you have been given sleeping pills or other sedatives. Your visitors should be reminded to observe all "No Smoking" signs within the hospital.

Smoking is recognized as one of the greatest fire hazards in any institution and particularly so in a hospital where so many people are helpless and so much inflammable material is used. Under no circumstances is smoking permitted where OXYGEN is used. Please be careful when you smoke. No effort or expense has been spared for your protection.

HOSPITAL CHARGES

The rates and charges established by the hospital are based entirely on our actual cost of equipment, supplies, and operational expense. They have been set as low as possible consistent with the best professional care. All of our charges are listed in the business office, and all patients are charged from this list. These charges are commensurate with those of other institutions of similar size and type in our general area.

The charge for your room, whether it be private, semi-private (two beds), or ward, includes routine nursing service, linens, meals, and special diets as prescribed by your physician, and some routine drugs. Additional charges are made for special services, drugs and dressings, and laboratory and X-ray tests as ordered by your physician.

70c
PAYROLL

15c
DRUGS & SUPPLIES

8c FOOD

2c OTHER EXPENSES

5c LAUNDRY
AND UTILITIES

Special Services

PATHOLOGY (Laboratory)

The laboratory is under the direction of M.D. pathologists. (Certified by the American Board of Pathology.) The pathologist directs medical technologists who take samples of your blood or other body fluids and identify the telltale fingerprints of disease in the body that reveal the presence or nature of illness.

With the knowledge learned from laboratory tests, your doctor can select the most effective means of treatment. Your doctor orders these tests.

Now you may not need an operation, or if you do, it will be made far safer. The progress of a serious disease is halted in time. If you have surgery, the pathologist examines the excised tissue grossly and microscopically to determine the nature of the disease.

RADIOLOGY

This department houses both diagnostic and therapeutic equipment for the hospital patient. Both of these important services are under the direction of specialists in the field of radiology.

The latest diagnostic equipment is available to all patients, and such examinations are carried out on request of your own physician.

RADIOISOTOPE LABORATORY

The radioisotope laboratory features the latest equipment to measure emitted rays of radioactive isotopes, thereby enabling accurate diagnosis and treatment of many abnormal functions or disease conditions. This department is operated by radiologists and highly skilled technologists.

PHARMACY

The hospital maintains a well-stocked pharmacy under the direction of licensed registered pharmacists who fill the prescriptions ordered by your doctor.

INTENSIVE CARE UNIT

A specially designed unit for the short-term critical or the post-operative patient needing constant observation, the intensive care unit provides the highest concentration of care in the hospital. Nurses and attendants work within easy reach and sight of each patient at all times. Emergency equipment is at the bedside so that complications can be dealt with instantly.

SURGICAL DEPARTMENT

Our modern surgical department is staffed by skilled personnel

and Facilities

who assist in the exacting care necessary for today's modern surgical procedures.

The charge for your anesthetic service, when administered by the anesthesiologist, will be made separately just as your surgeon's bill is, since it represents a professional fee for service. The charge for anesthetic materials will appear on your hospital bill.

NUCLEAR MEDICINE

Devices to draw pictures of brain tumors and other hidden growths in human organs are used in the nuclear medicine department. They provide the examining physician with important diagnostic clues because diseased tissues of a human organ absorb certain radioactive materials at a different rate from that of healthy tissue. Brain, thyroid, lung, liver, and kidneys are among organs that can be examined.

RECOVERY ROOM

A vital facility in our modern hospital is the recovery room located in the surgical suite. Patients are usually taken to this room following surgery to receive constant, expert care by the nursing and anesthesia staffs until they can be returned to their rooms. The members of the family will be kept informed on your condition while you occupy the recovery room.

INHALATION THERAPY

Specially qualified therapists administer appropriate types of inhalants (oxygen, etc.) for treatment of certain respiratory diseases and heart conditions. Treatments are given by order of the attending physician.

PHYSICAL THERAPY

Your doctor may recommend physical therapy treatments to help speed your recovery. An attendant will call for you at the scheduled time of treatment and will return you to your room afterwards.

BLOOD BANK

The laboratory maintains a blood bank within the hospital. Blood given to patients may be replaced and no charge other than the fee for typing, crossmatching, and administration will be made. Replacement of blood is made at the hospital blood bank. If you cannot arrange for replacement of the blood you have used, a full charge for it will appear on your hospital bill.

SELF-CARE UNIT

Ambulatory patients here for medical tests are afforded full hospital services of nurses and other aides in a special section on the main floor of the hospital.

Your Spiritual Care

CLERGY

A resident Catholic Chaplain is always ready to attend to your spiritual needs either day or night. Feel free to request a visit at any time and for any reason.

Clergymen of all religious denominations are welcome to visit their parishioners at any time. A separate index is maintained at the information desk for their exclusive use.

Should you desire a special visit from your clergyman, the nurse in charge will be happy to contact him for you.

CHAPEL

The hospital chapel is always open to everyone. It is located on the first floor level of the main hospital building. Holy Mass is offered at 6:00 a.m. daily. Masses on Sundays and Holy Days are scheduled at 6:00 a.m. and 8:30 a.m.

Holy Communion is distributed to patients each morning between 6:30 and 7:00. Notify the nurse if you wish to receive Holy Communion.

The Seal OF THE SISTERS OF *Our Lady of Mercy Hospital*

ABOUT THE SISTERS OF MERCY

On December 12, 1831, three young women who had spent a year in serious preparation became the first Sisters of Mercy. As they knelt in a Dublin, Ireland, chapel, they pronounced the vows of poverty, chastity, and obedience, and promised God to spend their lives in the service of the poor, the sick, and the ignorant.

The immediate concern of Mother Mary Catherine McAuley, founder and leader of the Order of the Sisters of Mercy, was for the poor in Ireland. She did not, and could not, envision the far-reaching effects of her generous oblation. In a few short years, the works of mercy spread to Scotland and Wales. In 1843, the Bishop of Pittsburgh invited the Sisters of Mercy to establish a foundation in the United States.

Today, approximately 25,000 Sisters of Mercy labor on three continents. About 15,000 of them work in schools, colleges, hospitals, homes for the aged, and orphanages located in 39 of the 50 states.

Our Lady of Mercy Hospital is one of 24 hospitals owned and operated by the Sisters of Mercy of the Province of Detroit. The governing board, made up of the Mother Provincial and her council, has its headquarters at the Provincialate of the Detroit Province.

Mother Mary Catherine McAuley sought to express her personal love for God through competent and loving service to the sick and afflicted. Each of our employees is especially invited to convey, by word and deed, her legacy of charity, to those who seek the services of Mercy Hospital.

FOR GREATER HUMAN SERVICE . . . CONSIDER

A LIVING GIFT TO *Our Lady of Mercy Hospital*

MEMORIALS

Memorials are gifts for a specific purpose, as a living memorial to a loved one.

BEQUESTS-WILLS

The following form of bequest of personal property and devises of real property may be used in thoughtful consideration of a WILL. "I bequeath to Our Lady of Mercy Hospital, the sum of $_____ (or following described property) for its general purposes (or specific purposes)."

GENERAL OR SPECIFIC GIFTS

You may make your gift to Our Lady of Mercy Hospital for such purposes as the board of trustees considers most useful—or you may specify an appropriate special purpose.

TAX DEDUCTIONS

Since Our Lady of Mercy Hospital is a nontax-supported and a not-for-profit institution, all gifts are tax deductible. Consult your attorney on income and capital gains taxes.

All donations are acknowledged to the donor and to the family or to the honoree. Formal acknowledgment cards are used for this purpose.

All contributions, large or small, are needed and appreciated. For further specific suggestions, call or write:

OFFICE OF THE ADMINISTRATOR
OUR LADY OF MERCY HOSPITAL
U.S. 30
Dyer, Indiana 46311

History

THE STORY OF GROWTH IN SERVICE

Founded in 1942, Our Lady of Mercy Hospital is a general hospital located on U.S. Highway 30 in Dyer, Indiana.

The hospital is in a beautiful large building surrounded by 85 acres of scenic, park-like grounds extending west over the Indiana-Illinois State line. It is the only hospital in the Hammond-Munster-Highland area south of Ridge Road.

The hospital can accommodate 240 patients, with 100 beds assigned for psychiatric care. Psychiatric patients, who now occupy the entire second floor of the building, have an average stay of 6 weeks of care.

Our Lady of Mercy Hospital is constantly expanding its facilities to provide medical and surgical services as well as psychiatric treatment.

Its expansion program in recent years has exceeded the cost of $1 million, and future plans call for even more departments to accommodate the communities surrounding the hospital.

Larger quarters have been provided for the expanding business and insurance offices as well as the admitting office to meet the growing demands for hospital services not only for those in Lake County, Indiana, but also for those in communities of nearby Cook County, Illinois.

The hospital emergency section opened in May 1968 and has been one of the busiest departments, thus causing the need to expand both the X-ray and laboratory departments. Several months ago, a new recovery room was completed, additional operating rooms and a nuclear medicine unit were created at a cost of several thousands of dollars. Today's expansion provides for the modernization and updating of existing services.

The hospital is owned and operated by the Sisters of Mercy of the Union of the United States of America and is under the jurisdiction of the Detroit Province. It has a staff of 120 doctors, many of whom are board-approved surgeons in varying specialties.

Assisting in the functions of the hospital is a lay advisory board composed of prominent Calumet Region citizens. Our Lady of Mercy Hospital recently was accredited for a 3-year period by The Joint Commission on Accreditation of Hospitals and is a member of the American Hospital Association, the Catholic Hospital Association, and the Indiana Hospital Association. Accreditation means the hospital meets all standards for health care set up by the joint commission.

Yesterday

Today

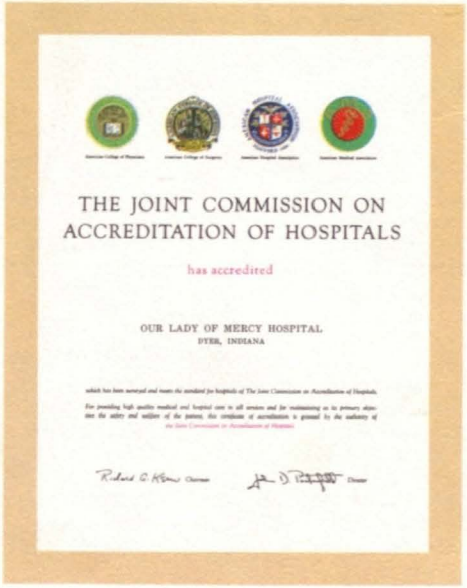
Qualified Care...

AT *Our Lady of Mercy Hospital*

Our Lady of Mercy Hospital is fully accredited by The Joint Commission on Accreditation of Hospitals. This voluntary qualification by the hospital is for your protection. It is your assurance that the hospital meets the highest standards of medical care in organization, equipment, and personnel.

To you and to your family, to the physicians, and to the people of this community, the seal of accreditation is like the "sterling" mark on silver. It is a mark of quality in medical and hospital service. It is the symbol which indicates that your hospital measures up to national standards in every major aspect of its operations.

This accreditation guarantees you a safe building, well constructed with adequate space and facilities for every patient—a safe hospital with maximum precautions taken against fire and other hazards.



THE JOINT COMMISSION ON
ACCREDITATION OF HOSPITALS

has accredited

OUR LADY OF MERCY HOSPITAL
DYER, INDIANA

THE HOSPITAL

is a member of:

THE AMERICAN HOSPITAL ASSOCIATION
THE CATHOLIC HOSPITAL ASSOCIATION
THE INDIANA STATE HOSPITAL ASSOCIATION
THE NATIONAL ASSOCIATION OF PRIVATE PSYCHIATRIC HOSPITALS

is licensed by:

THE INDIANA STATE BOARD OF HEALTH